



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending June 30, 2012

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$1,348.23	\$1,278.30	\$920.56	\$3,547.09
B. Number of credits issued for repairs - 24 - 48 hours	65	82	53	200
C. Number of credits issued for repairs - 48 - 72 hours	16	36	18	70
D. Number of credits issued for repairs - 72 - 96 hours	6	8	6	20
E. Number of credits issued for repairs - 96 - 120 hours	4	6	2	12
F. Number of credits issued for repairs > 120 hours	7	2	4	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$5,950.00	\$5,950.00	\$7,150.00	\$19,050.00
B. Number of customers receiving credits	119	119	143	381
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments